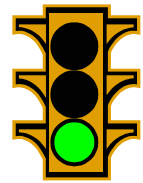


MEMBER SERVICES DIVISION DASHBOARD

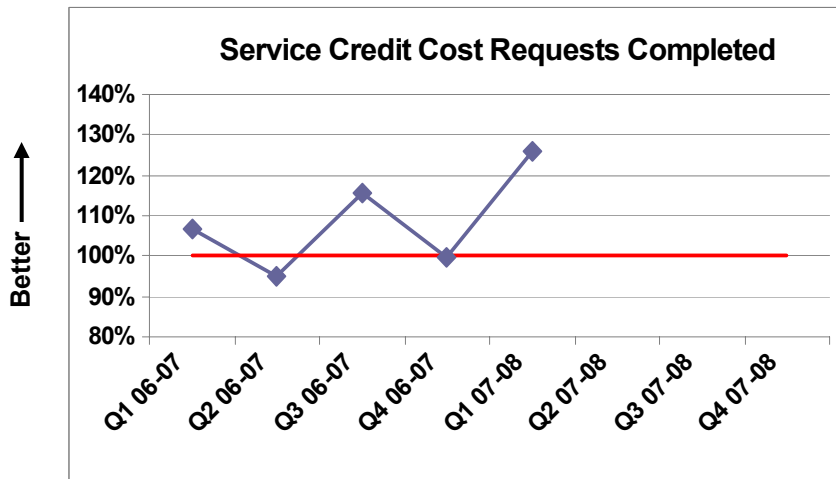


STRATEGIC GOAL:

VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of service credit cost requests completed, compared to amount received.



Target: 100%

Year	Q1	Q2	Q3	Q4
2007-08	126%			
2006-07	106%	95%	115%	100%

INITIATIVE: *Improve Customer Service*

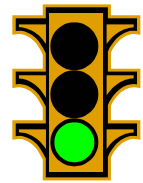
Initiatives	Milestones
<ol style="list-style-type: none"> 1.Fill Service Costing positions immediately upon vacancy. 2.Continue functional training of Service Credit Costing staff. 3.Continue MBSD metrics program to monitor incoming and outgoing workload. 	<ul style="list-style-type: none"> • Timely completion of recruitments and hiring process • New staff attend MBSD functional training program and assigned training mentor • Review monthly metric data to ensure targets are on schedule.

COMMENTS:

- This table represents the number of cost requests being completed in comparison to the number received per quarter
- The percentage of completed costs requests can fluctuate each quarter depending on increases and decreases in requests received.

1st Quarter 2007-08

MEMBER SERVICES DIVISION DASHBOARD

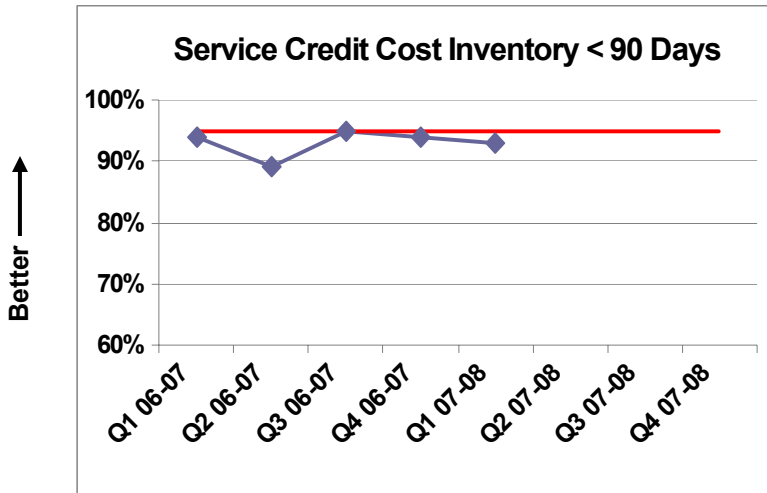


STRATEGIC GOAL:

VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of service credit cost requests completed within 90 days of receipt.



Target: 95%

Year	Q1	Q2	Q3	Q4
2007-08	93%			
2006-07	94%	89%	95%	94%

INITIATIVE: *Improve Customer Service*

Initiatives	Milestones
<ol style="list-style-type: none"> 1.Fill Service Credit Costing positions immediately upon vacancy. 2.Continue functional training of Service Credit Costing staff. 3.Continue MBSD metrics program to monitor incoming and outgoing workload. 	<ul style="list-style-type: none"> • Timely completion of recruitments and hiring process • New staff attend MBSD functional training program and assigned training mentor • Review monthly metric data to ensure targets are on schedule.

COMMENTS:

- This table represents all service credit cost inventory and the percentage of inventory aged less than 90 days.
- 100% completion rate cannot be attained due to items that are constrained for such reasons as: missing employer payroll data, reviews by other divisions, pending legal decisions, etc.
- Most Present Value cost requests are constrained for 60 days due to staff waiting for current month payroll to post.

1st Quarter 2007-08

MEMBER SERVICES DIVISION DASHBOARD

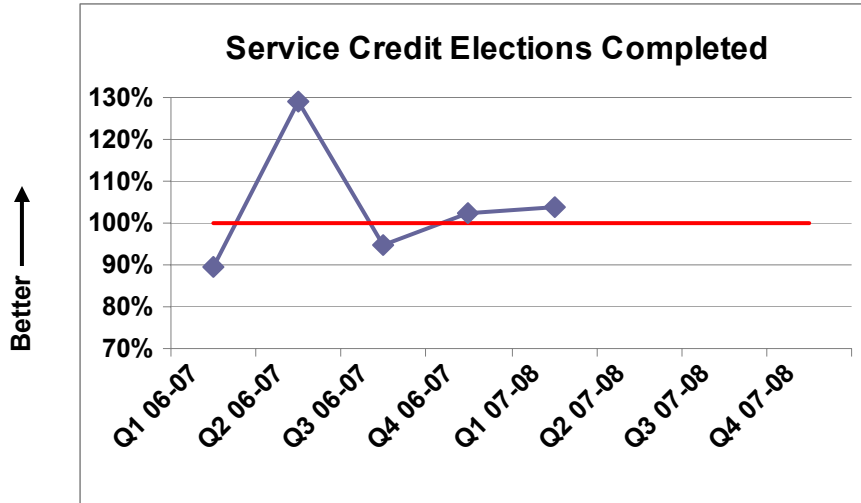


STRATEGIC GOAL:

VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of service credit elections completed, compared to amount received.



Target: 100%

Year	Q1	Q2	Q3	Q4
2007-08	104%			
2006-07	90%	129%	95%	102%

INITIATIVE: *Improve Customer Service*

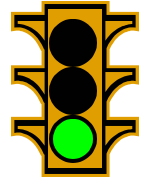
Initiatives	Milestones
<ol style="list-style-type: none"> 1.Fill Service Credit Election positions immediately upon vacancy. 2.Continue functional training of Service Credit Election staff. 3.Continue MBSD metrics program to monitor incoming and outgoing workload. 	<ul style="list-style-type: none"> • Timely completion of recruitments and hiring process • New staff attend MBSD functional training program and assigned training mentor • Review monthly metric data to ensure targets are on schedule.

COMMENTS:

- This table represents the number of election requests being completed in comparison to the number received per quarter.

1st Quarter 2007-08

MEMBER SERVICES DIVISION DASHBOARD

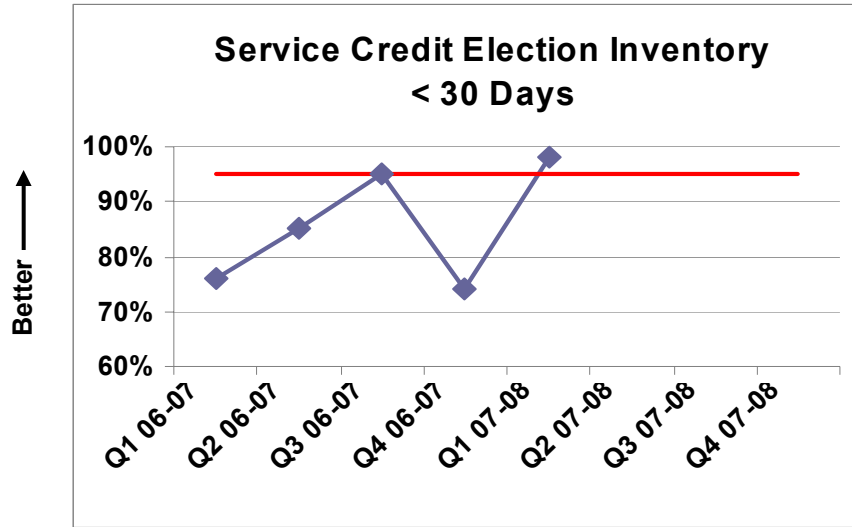


STRATEGIC GOAL:

VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of service credit elections processed within 30 days of receipt.



Target: 95%

Year	Q1	Q2	Q3	Q4
2007-08	98%			
2006-07	76%	85%	95%	74%

INITIATIVE: *Improve Customer Service*

Initiatives	Milestones
<ol style="list-style-type: none"> 1.Fill Service Credit Election positions immediately upon vacancy. 2.Continue functional training of Service Credit Election staff. 3.Continue MBSD metrics program to monitor incoming and outgoing workload. 	<ul style="list-style-type: none"> • Timely completion of recruitment and hiring process. • New staff attend MBSD functional training program and assigned training mentor. • Review monthly metric data to ensure targets are on schedule.

COMMENTS:

- This table represents all service credit election inventory.
- 100% completion rate cannot be attained due to items that are constrained for such reasons as: financial institution delays for pending rollovers, incomplete paperwork submitted by member, pending legal decisions, etc.

1st Quarter 2007-08